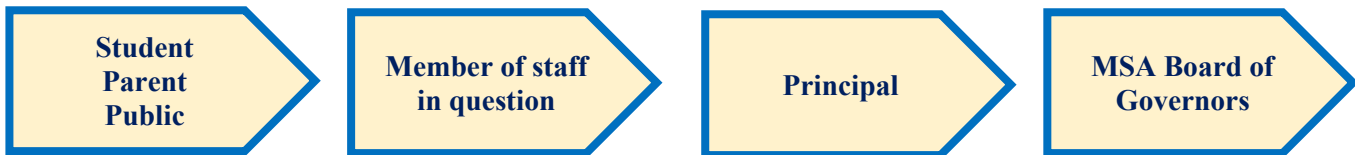


## MSA Resolution of Dispute and Concerns Policy

We encourage an open and positive communication among all parents/guardians and staff of our school. The following policy shall act as a guideline for the role of parents/guardians, along with the resolution of parent-school conflicts in MSA:

- All parents, staff and students are to ensure that their conduct contributes to a welcoming, caring, respectful, and safe learning environment.
- All parties in a conflict situation must recognize and respect the principle that the person(s) who have the concern, must begin addressing the concern directly with those persons with whom they have it, before taking their concern elsewhere.

Matters involving students and/or staff shall respect the following channels of communication:



The following procedures will be adhered to for resolving disputes or concerns between parents and school staff that endorse a co-operative and collaborative learning environment for students. Parents/guardians, students, and staff shall, at all times, approach the resolution process with respectfulness and intent for resolution.

The parents/guardian or student over the age of 16 can address the dispute or concern directly with the staff member involved within five school operational days of being advised of the decision that is of concern or under dispute. Minor concerns can be addressed with the teacher directly for middle school/high school students.

If the parent/guardian or student's dispute or concern is not resolved by directly addressing it with the school staff member involved, the parent/guardian or student shall bring it forward to the principal, deputy principal or assistant principal for resolution within five school operational days following the response of the staff member.

If the dispute or concern is regarding general governance of the school or with a member of the school leadership team, address the dispute directly with the individual. If the concern is not resolved through the contact, the concern shall be brought forward at this point to the Chairman of the Board of Governors.

The principal or the principal's representative may utilize a variety of strategies to resolve issues, including but not limited to:

- meeting with the parent and staff member.
- mediation with a third-party neutral mediator.
- restorative justice.
- obtaining advice, services, or opinion of a medical practitioner or other professional.
- involving Department of Child and Family Services, police, other external agencies.
- involving consultants who have relevant expertise to the dispute or concern.